

REED ACT PROGRAM ACCOMPLISHMENTS

Provider: KAUAI WORKFORCE INVESTMENT BOARD					
Quarter end:					
Period From:	April 5, 2007	To:	Contract End Date:	September 30, 2009	
Amount allocated	\$1,258,994.00		Amount spent at end of reporting period:	1,253,131.92	
Percentage of total spent	99.5%		Month:	Program End	

Category	Initiative Description	Category allotment
Employer Outreach & Service	To outreach and recruit the under-utilized populations, meeting the needs of local businesses	\$59,258 (Mod 2)

TITLE OF PROGRAM: Develop Kaua'i Labor Market Information through Industry-focused Forums

AMOUNT ALLOCATED:\$10,000

AMOUNT EXPENDED: \$5,078.64

KEY FEATURES AND ACTIONS OF PROGRAM: Generate, compile and distribute County-specific workforce information which allows job seekers, employers, and providers and planners of job training and economic development to obtain information pertaining to job opportunities, labor supply, and the market situation in Kaua'i's growth industries. Also plan specific strategies to address the immediate workforce needs identified, integrating them into the Kaua'i Workforce Investment Board Strategic Plan.

SELF SUSTAINABILITY: The forums will be designed to solicit real-time industry-specific information and trends that all businesses within the cluster will find useful and relevant to their businesses. Access to this timely and relevant data will encourage key business leaders to continue to participate in industry work teams in the future.

Desired Outcome	Notes	% Completed
Develop relevant local labor market information to enhance job seeker and employer labor exchange activities.	<ul style="list-style-type: none"> Held facilitated Industry Forums with Kaua'i's six growth industry clusters: <ul style="list-style-type: none"> Food & Agriculture Sports & Recreation Health & Wellness High Technology Renewable Energy Arts & Culture Business leaders addressed, by industry, key challenges and workforce development issues related to a trained, educated, and quality workforce, providing insight into enhancing labor exchange activities on Kauai. 	100%
Establish regular industry work/advisory teams for at least 2 of the industry clusters to ensure ongoing and reliable sources of current local workforce information.	<ul style="list-style-type: none"> Working with industry advisory groups that provide current industry-specific local workforce information. <ul style="list-style-type: none"> Health and Wellness Energy 	100%
Update the Kaua'i WIB Strategic Plan using local labor-market generated information so that it is an active working document [KWIB – 9].	<ul style="list-style-type: none"> Local labor market information integrated into the updated Kaua'i Workforce Investment Board (KWIB) strategic plan. Action plans still being finalized. 	95%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #6: Development of products that support service delivery such as workforce information products and job bank technology.

TITLE OF PROGRAM: Promote One-Stop Career Center Services**AMOUNT ALLOCATED:** \$49,258 (MOD 2)**AMOUNT EXPENDED:** \$35,297.13

KEY FEATURES AND ACTIONS OF PROGRAM: Promote the business focused One-Stop Career Center by re-educating employers, job seekers, and the community regarding the labor exchange and market information services *workwise! provides, including demonstrations of HireNet Hawaii, the State's virtual one-stop employment center.

Conduct a branding campaign that will include, but not be limited to: develop sustainable presentation materials such as audio-visual presentations on DVD that can be distributed widely and run without requiring staff presence to operate, update print materials, upgrade the *workwise! website to include labor exchange sections for youth and other targeted underrepresented populations, and coordinate media exposure.

Outreach may include, but not be limited to: present information at business association and community meetings, sponsor small business forums – including ones directed at the six growth industry clusters [KWIB – 1], create displays for partner sites and for the remote One-Stop computer resource centers located in the schools and at other public sites, participate in career fairs and other related events to promote the One-Stop Career Centers' services, host an Open House event as part of the One Stop's re-location to the Lihue Civic Center.

SELF SUSTAINABILITY: The new awareness of the One-Stop Career Center and utilization of its services will be maintained through ongoing promotion via scheduled events, press releases, its new location in a highly trafficked area, and an enhanced *workwise! website already maintained by The County of Kaua'i's IT department.

Desired Outcome	Notes	% Completed
Promote the One-Stop's services to businesses via One-Stop Career Center staff presentations and distribution of DVDs to 4 Business/Community organizations by June 30, 2007.	<ul style="list-style-type: none">Developed a PR & Marketing Plan to re-brand Workwise - Kaua'i image, including key messages and marketing tools for community outreach<ul style="list-style-type: none">Display ad shown on the movie screen at the Waimea TheaterAnnual contract with key radio stations for rotating radio spotsMembership in key business-related associations for networkingDeveloped power point presentation templates used by staff to promote services to business groups and distributed as applicable.Coordinated industry studies to assess and prioritize business needsRedesigned website with new pages for youth, Veterans, and KWIB. Additional links added to resource section. Brochures for WorkWise added so customers can download.	100%

10% increase in small employers with less than 10 employees actively utilizing One-Stop services, based on the number of these businesses with an established account on the HireNet Hawaii system on February 1, 2007 and at the end of the funding period.	Companies utilizing HNH (registered) <ul style="list-style-type: none"> As of January 31, 2007 - 120 As of June 30, 2009 72 additional companies enrolled (+60%). 	100%
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BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #6: Development of products that support service delivery such as workforce information products and job bank technology.

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

Category	Initiative Description	Category allotment
LABOR POOL EXPANSION	To seek new and untapped sources of workers to meet labor needs	\$595,389 (MOD 2)

TITLE OF PROGRAM: Community Labor Exchange Events

AMOUNT ALLOCATED: \$40,000 (MOD 3)

AMOUNT EXPENDED: \$38,507.68

KEY FEATURES AND ACTIONS OF PROGRAM: By providing, and supporting, labor exchange events in a variety of venues and with greater frequency, we mitigate barriers and enhance our ability to address the needs of a greater cross-section of employers and job seekers.

Sponsor/participate in a variety of labor exchange events which may include: Neighbor-island, Island-wide and local area events, industry cluster events and mini-job fairs, based upon the feedback from the business forums.

Also partner with Kaua'i Economic Development Board (KEDB) for out-of-state labor exchange activities at "Kama'aina Come Home" events where skilled former Hawaii residents and others with close Kaua'i ties can be identified and encouraged to return to Kaua'i for current employment opportunities. This initiative will include developing collateral materials that highlight Kaua'i's employment needs, particularly difficult to fill positions, and developing and maintaining a data bank of potential candidates qualified to fill these needs.

SELF SUSTAINABILITY: The community recruitment events will be sustained through support from related business and/or community associations and employers within the industries, possibly including a registration fee for participating employers, as necessary in the future. Event sponsors will be secured to support future job fairs.

KEDB's participation in subsequent mainland labor exchange events will be supported by the businesses and industries that directly benefit from these events.

Desired Outcome	Notes	% Completed
25% increase in the number of businesses participating in Kaua'i job fairs, from 56 in May 2006 to 70 by the end of the funding period.	<ul style="list-style-type: none"> Job Fairs held: 5/07, 4/08, 5/08, 9/08, 10/08, 11/08, 4/09 In 2007 64 businesses participated. In 2008, 81 businesses participated in one or more of the 5 job fairs which served over 1000 job seekers, and were held: 1 island wide, 2 regional and 2 targeted displaced groups. [45% increase in participating employer] 	100%

Sponsor participation in 3 "Kama'aina Come Home" events that generate at least 6 serious employer-job candidate dialogues with probable placement within 2 years.	<ul style="list-style-type: none"> Contracted Kama'aina Careers to implement Offshore Labor Exchange Events. Company participated in 36 events in 7 western states sharing Kaua'i information & brochure. Kaua'i staff participated in 13 of the 36 events during 3 road trips. Contacts with Hawai'i connections = 2646 Quantifiable relocation outcome difficult to measure for specific events since typically long process between contact and actual relocation. At least 2 scheduled employer interviews resulted from contacts. Other direct contacts not always reported back. 	100%
Develop a brochure that promotes the cross section of employers and industries on Kaua'i actively seeking skilled talent.	Kama'aina Come Home to Kauai brochure created to highlight Kaua'i's 6 "fast growing" industry clusters; was distributed at the 36 events referenced above.	100%
Establish and maintain a data bank of out-of-state individuals considering/planning relocation.	Database established. Of the contacts made, 7% indicated Kaua'i as their island of preference and 37% were open to statewide consideration.	100%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

- TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.
- TEGL 24-01 #6: Development of products that support service delivery such as workforce information products and job bank technology.
- TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Community Outreach to Underrepresented Populations

AMOUNT ALLOCATED: \$122,149 (MOD 3)

AMOUNT EXPENDED: \$123,633.57

KEY FEATURES AND ACTIONS OF PROGRAM: *workwise! will conduct aggressive outreach into the community through contacts with agencies that serve targeted populations to identify potential workers and then provide specialized service to integrate them into the workforce, thereby expanding the labor pool. Special attention will be given to underrepresented populations such as: ex-offenders, retirees, youth, persons with special needs, veterans, individuals with limited English proficiency, etc. Other target populations will include: discouraged workers, TANF recipients, new residents, spouses of military personnel, mothers re-entering the workforce, etc.

Plan collaborative events with groups that may be sources of workers such as, but not limited to: AARP, Kaua'i Center for Independent Living (KCIL), etc.

SELF SUSTAINABILITY: The tools that are created, the venues that are utilized, and the linkages established will continue to be utilized by the *workwise! staff, partner agencies, and the other agencies that are involved in the project.

Desired Outcome	Notes	% Completed
Establish 3 – 5 Memorandum of Understanding for non-partner collaboration to initiate direct referrals from these agencies to the *workwise! One-Stop system for labor-exchange services.	<ul style="list-style-type: none"> MOU to establish relationships with non-*workwise! partners was drafted but unable to get approval from DLIR & attorney general for use. Did however still cultivate relationships with: YWCA, Kaua'i Intake Center, Hoola Lahui, Hina Mauka, State DOH, County Housing, WIC, Lihu'e & Kapaa 	100%

	Public Libraries, KCCC, Kaua'i Food Bank, Boys and Girls Club, DHS/IMU, West Side Ministries, Hale Opi'o, Insights to Success. These agencies represent the interests of the identified underrepresented groups..	
5% increase in registered job seekers among underrepresented populations that can be tracked (i.e. TANF, Veterans and Youth), between February 1, 2007 and June 30, 2007.	Increase between 2/01/07 and 6/30/09 <ul style="list-style-type: none"> Youth 1929 +868 +45% Vets 807 + 58 + 7% Unable to capture TANF data 	100%
Plan an educational seminar for One-Stop staff and employers that addresses the challenges and benefits of hiring individuals from these targeted populations and implement by November 30, 2007.	<ul style="list-style-type: none"> Originally collaborating with SHRM for a 9/08 seminar on Hiring the Disabled. SHRM then decided to utilize their speaker for another subject instead. WDD/WorkWise Kaua'i then became a contributing co-sponsor of EmployAbilities Conference held April 17-18, 2009. Conducted workshops for employers providing information re: services for persons with disabilities and program services available through the One-Stop. Provided outreach opportunities to people with disabilities. Several hundred youth with disabilities and their families, as well as employers attended. 	100%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

- TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.
- TEGL 24-01 #6: Development of products that support service delivery such as workforce information products and job bank technology.
- TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.
- TEGL 24-01 #9: Training, technical assistance, and professional development of staff who deliver employment and workforce information services.
- TEGL 24-01 #11: Improving access for individuals with limited English proficiency, including language line services, development of forms, automated voice messages, etc., in languages other than English.

TITLE OF PROGRAM: Leisure and Hospitality Industry Career Exploration

AMOUNT ALLOCATED: \$53,240 (MOD 3)

AMOUNT EXPENDED: \$48,609.28

KEY FEATURES AND ACTIONS OF PROGRAM: Establish a Leisure and Hospitality Industry Career Exploration Program model that can be replicated by other island regions.

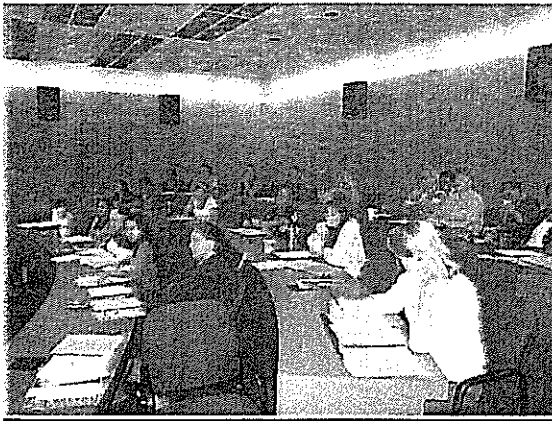
The program will begin with a one-day conference open to job seekers and incumbent workers that will feature a keynote speaker and multiple workshops led by other speakers. After this event, participants who confirm their interest in working in the industry and in further developing their skills will then enroll in a ten-day workshop series that will include: classroom overview of hospitality industry components.

work-readiness and customer service skills, and on-the-job career exploration opportunities that effectively convey the qualities and behaviors which help to create and deliver an unforgettable vacation experience for our visitors.

Participants desiring to further their education in the field will then be advised of the educational opportunities available at Kaua'i Community College which include: a Hospitality Operations Certificate of Completion, Certificate of Achievement and a Hospitality Services Associate Degree.

SELF SUSTAINABILITY: KCSA as lead agency will ensure sustainability by working with the Southshore Workforce Development Project and other related business partners to establish future registration fee schedule, registration reimbursement program and scholarship programs to be funded primarily by the business partners who directly benefit. [Actual lead agency was WDD/WorkWise].

Desired Outcome	Notes	% Completed										
Sponsor a Leisure and Hospitality Industry outreach event to introduce the program to the public and to recruit program participants.	<ul style="list-style-type: none">Initial event was held in June 2007 prior to contract execution so In-Kind donations were made by industry businesses to cover the event costs.	100%										
Sponsor a 10-day workshop series.	<ul style="list-style-type: none">Two-week workshop series held in June 2007 with 5 participants. By early 2008, Kaua'i's workforce landscape dramatically changed (since defining of the project in 2006). Hospitality industry businesses were laying off workers and struggling to survive.December 2008, WorkWise Kaua'i adjusted the program and hosted its "Aloha Begins with Me – Enhancing My Employability" workshop, with a focus on enhancing the individual's skills to make him/her more employable (anywhere) – work readiness skills that are common to MOST EMPLOYERS and which employers regularly say are lacking, including interviewing preparation and tips. Over 35 job seekers participated in the event with most expressing interest in participating in a job club.	100%										
76 % of program graduates will secure employment in the industry within 1 month of graduation (entered employment).	Hospitality industry businesses laying off workers or not hiring. Employment sought in other fields.	0%										
83 % of those securing employment in the industry will still be employed after 6 months (retention).	Hospitality industry businesses laying off workers or not hiring. Employment sought in other fields.	0%										
71% of job-seekers will express satisfaction with the program, based on an exit survey like that conducted by WDC (customer satisfaction).	<table><tr><td>Presenters Rating Ave (on Scale of 5)</td><td>4.0</td></tr><tr><td colspan="2">Satisfaction with:</td></tr><tr><td>Handouts (24)</td><td>96%</td></tr><tr><td>Schedule (22)</td><td>88%</td></tr><tr><td>Met/exceeded expectations (19)</td><td>76%</td></tr></table>	Presenters Rating Ave (on Scale of 5)	4.0	Satisfaction with:		Handouts (24)	96%	Schedule (22)	88%	Met/exceeded expectations (19)	76%	100%
Presenters Rating Ave (on Scale of 5)	4.0											
Satisfaction with:												
Handouts (24)	96%											
Schedule (22)	88%											
Met/exceeded expectations (19)	76%											



BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Project Job Preparation and Career Exploration for At-Risk High School-Age Youth

AMOUNT ALLOCATED: \$60,000 (MOD 1)

AMOUNT EXPENDED: \$60,000

KEY FEATURES AND ACTIONS OF PROGRAM: Establish a pilot project designed to increase participation of at-risk youth by redirecting potential dropouts towards a productive life through emphasis on lifelong learning. This project will focus on job skills assessment and skills development through classroom activities and hands on work experience.

Seventeen year olds who have elected to withdraw from high school will be assessed, and those who meet eligibility criteria for the project, will be enrolled in the Kauai Community School for Adults (KCSA) High School Diploma Program.

Each project participant will receive job search assistance, referral and placement with an employer. The participant will develop work readiness skills while in the classroom during part of the day and will then apply the skills while in the work setting during the other part of the day.

Upon successful completion of the program, the participant will have developed valuable work skills and will have secured, or will shortly thereafter secure permanent employment, thereby expanding Kaua'i's labor force. In addition, the participant will receive a credential that verifies his/her acquired job search and work readiness skills - a State of Hawaii high school diploma or GED.

SELF SUSTAINABILITY: Once the funding period ends, KCSA will continue the program using materials and facilities secured during the roll out and participant referrals from appropriate agencies will continue. The Job-Counselor function will be integrated into the One-Stop's staff after the funding period ends

Desired Outcome	Notes	% Completed
100% of program participants are placed in internships during the project period.	Enrolled 34 participants. • 33 Of 34 placed in employment (97%) • 2 lost jobs towards end of program	97%
80% of project participants will secure unsubsidized employment (entered employment rate) within 3 months of the end of their program.	As of March 31, 2009: 6 of 6 (100%) of participants completing their academic programs at least 3 months prior; secured employment and / or maintained their previous employment within the three months.	100%

80% of project participants will still be employed (employment retention rate at six months) six months after securing employment.	As of March 31, 2009: 10 of 12 (83%) participants reaching their 6 month date, were still employed, not necessarily at the same job they had previously.	100%
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BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #1:	Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.
TEGL 24-01 #2:	Equipment and resources for resource rooms.
TEGL 24-01 #4:	Payment for rent, utilities, and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines.
TEGL 24-01 #8:	Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

TITLE OF PROGRAM: Youth Outreach

AMOUNT ALLOCATED: \$130,000

AMOUNT EXPENDED: \$130,000

KEY FEATURES AND ACTIONS OF PROGRAM: Expand the existing work readiness program geared for youth - recruit participants; provide outreach activities which may include: study skills; summer employment opportunities directly linked to academic and occupational learning; work experiences including internships and job shadowing; occupational skill training; literacy and numeracy assessment; leadership development opportunities which may include such activities as positive social and workplace behavior, decision making, teamwork and other activities; pre-vocational and work readiness assessment counseling; technology literacy awareness; character development, and job placement services.

SELF SUSTAINABILITY: This initiative is a one-time infusion of supplemental funds to develop additional work-ready candidates for Kaua'i employers. KWIB will continue to identify other funding sources including working with business partners to establish tuition, scholarship, and tuition reimbursement programs primarily funded by the businesses who directly benefit.

Desired Outcome	Notes	% Completed
Enroll at least 38 participants age 16 and older, with priority given to out-of-school youth.	21 enrolled in Leadership Development Program to improve and expand the work readiness of those entering the workforce.[Nine did not complete the program]. Four LDP youth then enrolled in the Pi'ina Hoku Program, joining 16 new youth. Total youth enrolled = 37	97%
77% of participating out-of-school youth will secure unsubsidized employment within 1 month of exiting their program (entered employment rate).	With the economic downturn, employment options were not readily available. So all participants were paired with a mentor for either job shadowing, unpaid internship, or project-based learning. Mentor-mentee relationships continuing after the end of the formal program.	100% in simulated work environment
80% of participating out-of-school youth will maintain unsubsidized employment after 6 months of exiting their program (employment retention rate).	This timeframe exceeded the parameters of the Reed program due to the delayed start of this youth program	NA

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

- TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.
- TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services

TITLE OF PROGRAM: Develop Youth Career Awareness of Skills and Jobs in Demand**AMOUNT ALLOCATED: \$160,000****AMOUNT EXPENDED: \$160,000**

KEY FEATURES AND ACTIONS OF PROGRAM: Prepare middle and high school youth to meet the future workforce needs of existing Kaua'i industries. Provide youth with experiential opportunities to identify and then reinforce the critical skills needed for jobs on Kaua'i particularly in the six growth industry clusters: Food & Agriculture, Health & Wellness, Sports & Recreation, Arts & Culture, High Technology, and Renewable Energy.

Build upon the foundation established with the County's existing Team Tech and Team Health Adopt-A-School programs by strengthening relationships with learning institutions on Kaua'i and developing more partnerships with businesses in the other industry clusters to provide support for related student projects, internship opportunities, and their expertise in the schools as guest speakers, club advisors, etc.

Expand opportunities for youth to develop their skills in critical thinking, problem-solving, team-building and self-directed learning as well as examine various career options and identify viable career paths through existing and evolving programs facilitated by agencies such as, but not limited to, the Kaua'i Economic Development Board (KEDB). Programs may include, but will not be limited to:

- Future Scientist & Engineers of America (FSEA)
- Robotics
- Underwater RUV (Robotics)
- Rocketry Club
- Project EAST (Environmental and Spatial Technology) - Explore technology and engage in service learning
- "Can You Hear Me How?" - Hands on experience of how digital transmission works

Create opportunities for educators and counselors to learn about these industry clusters, existing career opportunities and those anticipated in the future, and the skill sets and educational requirements for these occupations to enhance their ability to effectively advise their students.

SELF SUSTAINABILITY: These programs will be supported and maintained by the public-private partnerships that are established. This sustainability model has already been demonstrated and is operating successfully with the County's existing Adopt-A-School Program.

Desired Outcome	Notes	% Completed
Establish "job" clubs at participating schools for work readiness and career exploration activities to address the preparatory requirements for many career fields.	19 Waimea HS ROV 22 Island School Kaua'i Island First Robotics 18 Island School SCUBA 30 Kaua'i HS Project EAST 27 Kaua'i HS Biodiesel Car 42 Kapa'a HS Health Services Pathway 12 Kapa'a HS Aquaculture 12 Kawaikini Charter Hawaiian Culture expressed in Clay Clubs established at 5 high schools with 182 club members participating in 8 programs.	100%

Recruit appropriate businesses to advise club members about available jobs in their industry and the occupational skills needed for careers in their field.	Leaders from 23 Kaua'i businesses and agencies representing the 6 industry clusters networked with students and shared information regarding their industries. Team building activities provided opportunity for student and industry representative interaction...	100%
Sponsor at least 1 industry tour for educators and other career advisors.	A Career Awareness Conference was held in May 2009 which showcased student projects representing the 6 industry clusters. Educators, advisors and 239 students from schools around the island participated.	100%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #8: Outreach and educational materials targeted at users of One-Stop employment and workforce information services.

Category	Initiative Description	Category allotment
CAPACITY BUILDING		\$225,800 (MOD 2)

TITLE OF PROGRAM: Strategic Plan Update

AMOUNT ALLOCATED: \$130,000 (MOD 2)

AMOUNT EXPENDED: \$130,000

KEY FEATURES AND ACTIONS OF PROGRAM: Ensure integrated and high quality workforce development and labor exchange services that meet and exceed the needs of our business and workforce clients and job seekers are accessible, delivered effectively and support the County of Kaua'i's economic development goals.

Commission a study to identify: "What is required to enhance labor-exchange on Kaua'i from the business perspective?" The study will also examine the feasibility of implementing a fee-for-service system that will help reduce the One-Stop Career Center's dependency on fluctuating Federal funds. The One-Stop will then be able to operate under more stable conditions, thereby better assuring its ability to continue to provide existing services and expand its array based on employer and workforce demand.

The results of the study will be utilized to prepare our subsequent strategic plan update. This will include:

- Identify what related workforce development services will best complement and enhance the operations of the One Stop Career Center
- Develop and implement a fee-for-service system

SELF SUSTAINABILITY: The County, KWIB and the One Stop Career Center will be responsible for carrying out the programs and initiatives identified in the Strategic Plan.

Desired Outcome	Notes	% Completed
Updated Strategic Plan	<ul style="list-style-type: none"> Phase I – Completed initial project, data assessment and development of jobseeker and employer profiles. Developed, completed On line Employer, Job Seeker, Student Surveys and presented initial results to KWIB. Phase II.-- Gathered information through Industry Forums; assessed and integrated into strategic plan update. Strategic planning sessions held with KWIB 	95%
Develop action plans to implement the Study's findings and integrate into our strategic plan.	<ul style="list-style-type: none"> Information from KWIB Fall board retreat and committee discussions being integrated into the final strategic plan to finalize action plans. [See bottom page 1] 	50%
Begin developing a fee-for-service system for labor exchange services that cannot be or are under funded by, current funding methods.	Executive Committee held discussions with various workforce experts to identify pros & cons, challenges and opportunities applicable to Kaua'i's rural environment. Resources from other WIBs reviewed. No determination has been made yet whether to pursue.	25%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 b.: Performance improvement – Evaluating current delivery systems to see how they may be improved and funding the costs of improvement.

TITLE OF PROGRAM: One-Stop Career Center Staff and KWIB Members Training

AMOUNT ALLOCATED: \$95,800 (MOD 2)

AMOUNT EXPENDED: \$117,727.16

KEY FEATURES AND ACTIONS OF PROGRAM: Fully equip the One-Stop Career Center staff and Kaua'i Workforce Investment Board (KWIB) members to effectively provide an integrated array of high-quality labor exchange-related services to workers, job seekers and businesses. Provide training on topics including, but not limited to:

***workwise! One-Stop Staff**

- Kaua'i Economic Development Plan 2005 – 2015 goals and objectives
- HireNet and other tools available at the One Stop for partners, job seekers and employees
- Employer needs by Industry Clusters
- KWIB Strategic Plan

- Case Management
- Vocational training
- Dealing with different personalities and learning styles
- Identifying and assessing barriers
- Public Speaking/Presentation skills
- Customer service skills

And for selected staff:

- Creating PowerPoint presentations
- Train-the Trainer
- Best Practices (conference)

Board Members and Staff

- Kaua'i Economic Development Plan 2005 – 2015 goals and objectives
- HireNet and other tools available at the One Stop for partners, job seekers and employees
- Employer needs by Industry Clusters
- KWIB Strategic Plan

- History of the Workforce Investment Act
- Roles of partner agencies
- Role of Board in Community – Best Practices

SELF SUSTAINABILITY: Employees who complete the Train-the-Trainer curriculum and the other content-based training will train new staff, partner staff and others requiring the training in the future. Criteria for selection as a trainer will include: willingness to serve in this capacity and minimal potential loss of the trainer within 5 years through lay-off or retirement.

Each conference attendee will share information from designated segments of the conference with the rest of the KWIB members upon return from the conference. Materials from the events will be added to our resource library for use by all KWIB members and One-Stop staff.

Materials from other training sessions will be compiled and added to our resource library, as well. These materials will also be used for future Board Orientation sessions.

Information gleaned from LWIB and WDC meetings will be used for expanded discussion and evaluation of our own KWIB programs.

Desired Outcome	Notes	% Completed
Each national conference attendee will share best practices information from the conference and feedback about suitability for local market with the rest of the KWIB members via presentations scheduled as part of Board Member training.	Board members and staff attended: <ul style="list-style-type: none"> • NAWB Feb 2008 – Washington DC • Workforce Innovations, July 2008 – New Orleans, LA One-Stop Staff <ul style="list-style-type: none"> • National Assn Workforce Development Professionals, May 2008 – Virginia Beach, VA All reported back to their respective constituencies after return.	100%
A resource library established at *workwise! for board, partner and staff use	Resource materials on hand. Library will be established in the business resources area of the new WorkWise office after its relocation in April 2010.	80%
Increase to 60% Board Members' average KWIB meeting attendance for Program Year 2006 between February 1, 2007 to June 30, 2007 as a measure of satisfaction and commitment.	Provided 9 workshops for Board members in 2008 and access to on-line board resources. Average KWIB attendance during CY 2009 increased to 19, equivalent to 63% of members. [Range 17 – 22].	100%
86% Employer Satisfaction rating, as measured by WDC for Program Year 2006.	State survey results not available.	NA
75% Customer Satisfaction rating, as measured by WDC for Program Year 2006.	State survey results not available	NA

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

TEGL 24-01 #9: Training, technical assistance and professional development of staff who deliver employment and workforce information systems.

Category	Initiative Description	Category allotment
TECHNOLOGY		\$200,069 (MOD 3)

TITLE OF PROGRAM: One-Stop Operator & Career Center Technology Upgrade and Remote One-Stop Computer Resource Centers Set Up

AMOUNT ALLOCATED: \$128,894 (MOD 3)

AMOUNT EXPENDED: \$124,306.74

KEY FEATURES AND ACTIONS OF PROGRAM: The *workwise! One-Stop Career Center is scheduled to relocate to the Lihue Civic Center within calendar year 2007. In conjunction with the office relocation, the introduction of the State's HireNet Hawaii system, and reductions in workforce funding, it is essential that technology be fully integrated into the Center's daily operation to optimize and ensure quality service to clients.

Equip the island's One-Stop Career Center with upgraded technology including: new office LAN system, upgraded operating system and software, upgraded workstations for all staff and for resource areas, additional resource computers for use by job seekers and employers, and large flat-screen monitors and other equipment to supplement and/or upgrade existing teleconference equipment.

In addition, ensure easy access to HireNet Hawaii and other workforce resources for all Kaua'ians, including those preparing to enter the workforce. Provide broader and more convenient island-wide access to labor market information and labor-exchange services that will result in increased "entered employment rate."

Strategically locate remote One-Stop computer resource centers dedicated to labor market information and labor-exchange services around the island in facilities such as middle and high schools, Kaua'i Community College (KCC), the Waimea Technology Center, and in neighborhood centers, public libraries or other appropriate community facilities of underserved communities such as Hanapepe, Koloa, Kapaa, Kilauea, Hanalei, etc.

Locate a telephone with direct connection to the One-Stop Career Center office at each remote One-Stop computer resource center so that the client has access to professional assistance during office hours, as well. A computer technician may be hired or an internship established through Kaua'i Community College to service the computers.

Also orient Kaua'i educators and high school students to the Remote One-Stop Computer Resource Center at each school.

SELF SUSTAINABILITY: A similar remote dedicated LMI and Labor exchange center with telephone access has been functioning successfully since 2004 in a heavily trafficked county facility that houses the Finance, Motor Vehicle Licensing, and Driver's Licensing Offices. The new sites will be similarly configured to limit web access to permissible addresses only.

At the end of the funding period, the One Stop's technology equipment will be integrated into the County of Kaua'i's IT computer equipment maintenance schedule. The fair market value will be based on the applicable depreciation schedule for technology equipment.

KWIB will partner with school PTSA's, business associations, Rotary Clubs and/or individual businesses that will assume the cost of the internet and telephone service, maintenance and repair of the computers and work stations, and to replace the equipment at appropriate intervals at the end of the funding period.

Desired Outcome	Notes	% Completed
10% increase in registered job seekers from the areas served by a remote One-Stop computer resource center within one year of installation (by zip code)	Because of our inability to overcome the State's issue on indemnification, we were unable to locate equipment at remote sites. Instead, we acquired mobile classrooms with battery powered laptops which the One Stop and partner agencies are able to use around the island for labor-exchange and career awareness activities. Participants have access to HNH, as well as on-line applications. So data is not captured as specified in this measure.	NA
10% increase in registered job seekers under 21 years of age between February 1, 2007 and June 30, 2007.	2/01/07 – 643 registered 6/30/09 – 868 registered 35% increase	100%
Meet or exceed the PY 2006 Entered Employment Rate goals for all programs	Using PY 08 data due to the delay in implementation. Adult and Youth Programs exceeded EER goals. The DW program achieved 79.1% of its goal.	67%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

- TEGL 24-01 #2: Equipment and resources for resource rooms.
- TEGL 24-01 #4: Payment for rent, utilities, and maintenance of facilities, including common spaces such as resource rooms, reception areas, conference areas, etc., in accordance with cost sharing guidelines.
- TEGL 24-01 #7: Computer equipment, network equipment, telecommunications equipment, application development, and other technology resources, including assisted technology, that support employment and workforce information service delivery.

TITLE OF PROGRAM: HireNet Hawai'i Maintenance/Administration fee paid to the State

AMOUNT ALLOCATED: \$71,175 (MOD 3)

AMOUNT EXPENDED: \$71,175

Category	Initiative Description	Category allotment
ADMINISTRATION		\$178,478

TITLE OF PROGRAM: Staff to Implement Reed Act Initiatives

AMOUNT ALLOCATED: \$165,515

AMOUNT EXPENDED: \$152,285.21

KEY FEATURES AND ACTIONS OF PROGRAM: Fund two (2) FTE equivalents dedicated to Reed Act implementation. These positions are of limited duration specifically to implement the Reed Act programs and activities; the positions will end once the funds are spent and proper reporting is filed with the State.

SELF SUSTAINABILITY: None, as the positions will be eliminated once funds are spent and proper reporting is performed.

Desired Outcome	Notes	% Completed
Procurement and contracting activities will be completed by the end of the funding period.	<ul style="list-style-type: none">• All Procurement and Contracting activities processed and activities completed.	100%
All planned programs are in progress at the end of the funding period.	<ul style="list-style-type: none">• Planned programs completed.• Collaboration between workforce development, economic development and educational entities is continuing while public - private partnerships are also being encouraged.	100%
All funds will be disbursed or encumbered by the end of the funding period	\$5,862.08 unspent	99.5%

BASIS OF INCLUSION OF INITIATIVE (TEGL DIRECTIVE):

- TEGL 24-01 #1: Staff for delivery of appropriate self-services, facilitated self-help, and staff-assisted services in accordance with 20 CFR 652.207 and 208.
- TEGL 24-01 #5: Shared costs for operation of local One-Stop Career Centers, including payment for One-Stop operators in accordance with cost sharing guidelines.

TITLE OF PROGRAM: State Reed Act Administration Fee

AMOUNT ALLOCATED: \$12,963

AMOUNT EXPENDED: \$12,963

